

# HAL FEENEY


## Hostess Waitress


### CAREER OBJECTIVE

Detail-oriented worker with more than 4 years experience in the service industry. Seeking a hostess waitress position where I can help deliver delightful dining experiences.

### CONTACT

halfeen131@gmail.com 

(123) 456-7890 

Denver, CO 

[LinkedIn](#) 

### EDUCATION

Diploma

Washington High School

Denver, CO

2012 - 2016

### SKILLS

Customer Oriented

Sales

Organized

Hard Working

Teamwork

Toast POS

### WORK EXPERIENCE

#### Hostess Waitress

Outback Steakhouse

2018 - current / Denver, CO

- Increased revenue by 4% and improved customer experiences by proactively recommending high-margin wine and steak items to diners
- Provided fast, accurate, exceptional customer service while also ensuring that guest reservations were not delayed
- Distributed tips across all service staff and oversaw the end-of-night close out processes

#### Hostess

Red Lobster

2017 - 2018 / Denver, CO

- Improved customer satisfaction and average tip size by 16% by training new servers, educating them on best practices and providing consistent feedback to junior staff members
- Offered aid to bar or service staff members depending on which side of the house was the busiest
- Earned an employee of the year award for 2018 by creating a friendly and positive environment to make guests feel at home

#### Retail Associate

Marshalls

2016 - 2017 / Denver, CO

- Carefully monitored inventory and re-stocked shelves to ensure that customers could always purchase the items they needed
- Managed multiple inbound customer calls while minimizing reducing station wait times by 15 minutes by thoroughly answering guests' questions
- Optimized customer experiences by engaging guests in an affable, positive, and approachable manner